Subject: KWIC Loss or Destruction of Server

Effective Date: October 1, 2004   Revised from: KWIC Disaster Plan

Policy: Local Agencies must follow emergency procedures in the event of an emergency situation. Incorporate procedures to continue WIC benefits into the local Office Emergency and Business Recovery Plan. An Emergency is defined as any situation that threatens the continuity of Local Agency operations or the safety of its personnel. Emergencies include disasters and states of emergency as declared by the Governor.

Procedure:

The primary risk associated with the loss of the clinic site server is disruption of the synchronization relationship between the remote server and the consolidated database at the Central Processor Site. Recovery from disrupted synchronization is described in a previous section of this document.

The procedure for recovery of a remote site server includes these steps:

1. For equipment provided by the KWIC project, the manufacturer warranty will repair or replace, and configure the equipment. The servers are standard components that can be easily replaced either by procurement or from the ready supply that KDHE will maintain for clinics. KWIC operations staff will provide a configuration program to KDHE technical staff for the simple configuration required of servers.

   Local agencies will be responsible for repair and replacement of other equipment. To configure a server to host the clinic database and Client Services application, local agency staff can call the KWIC Help Desk.

2. Local agency staff will reconnect the server to the telecommunication network and local area network.

3. KWIC operations staff will connect remotely to configure and test the server to perform its intended function, including installation of database engines, executable code and databases.

4. The KWIC Database Administrator will extract a new remote database from the consolidated database server, download the new extract to the server, and re-establish the synchronization relationship.

During the time that a server is unavailable, clinic staff may not provide automated services and must use the KWIC Manual Backup Form (See ADM 10.1). Once local technical and agency staff have prepared the server, KWIC operations staff can make the server operational within 24 hours.